

Headquarters
US Army Armor Center and Fort Knox
Fort Knox, KY 40121-5000
21 May 2003

*Fort Knox Reg 210-50

Installations

FAMILY HOUSING POLICY

Summary. This regulation prescribes policies and procedures for the administration of family housing assignment and termination utilization, maintenance of quarters and grounds, and the housing referral program.

Applicability. This regulation applies to all uniformed personnel assigned to or supported by the US Army Armor Center and Fort Knox (USAARMC) and applicable civilians.

Suggested improvements. The proponent of this regulation is the Directorate of Base Operations Support (DBOS), Housing Division. Users are invited to send comments and suggested improvements on DA Form 2028 (Recommended Changes to Publications and Blank Forms) through channels to Commander, USAARMC and Fort Knox, ATTN: ATZK-OSH, Fort Knox, KY 40121-5000.

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*This regulation supersedes Fort Knox Reg 210-50, 26 March 1999.

1. Purpose. The purpose of this local regulation is to establish Fort Knox housing policies.
2. Reference. Army Regulation 210-50, Housing Management, 26 February 1999.
3. Objective. To prescribe equitable and consistent policies and procedures for the administration of family housing assignment and termination, utilization, maintenance of quarters and grounds, and the Community Homefinding, Referral and Relocation Services Program (CHRRS).
4. Policies. The Housing Division functions are governed by procedures established by Department of the Army regulations and other applicable directives from higher headquarters. Any request for an exception to policy will be submitted in writing with full justification to the Chief, Housing Division, DBOS, through the complete chain of command. Exceptions to policy may be forwarded to an appropriate agency for evaluation and recommendation, i.e., medical requirements will need an evaluation by MEDDAC.
5. Responsibilities for the Fort Knox Housing mission.
 - a. The Installation Commander is responsible for the following: (NOTE: For the purpose of this regulation, the term Installation Commander is synonymous with Garrison Commander).
 - (1) Revoking the privilege of applying for and residing in government quarters.
 - (2) Approving the designation of Key and Essential positions per AR 210-50.
 - b. The Garrison Commander is responsible for:
 - (1) Operating and managing the housing programs per AR 210-50 and for decisions on requests for exception to policy as formally delegated by the Installation Commander.
 - (2) Overseeing and implementation of the Housing Area Mayoral Program and Senior Occupant Program.
 - (3) Ensuring residents comply with Appendix A, Resident Responsibilities.
 - (4) Responding to resident complaints regarding excessive noise, pet problems, neighbor disputes, parking disputes, etc. and coordinating resolution with appropriate chain of command, and where necessary, determining eviction or relocation of residents from quarters.

c. The DBOS Housing Division is responsible for:

- (1) Command supervision of housing programs and activities.
- (2) Maximum utilization of housing assets.
- (3) Equitable allocation of housing by pay grade, bedroom requirements, and housing requirements.
- (4) Researching and preparing responses to requests for exception to installation housing policies and regulations – for Garrison Commander decision and signature.
- (5) Performing Safety Maintenance inspections of smoke detectors, range hood fire suppression systems, and other equipment within family housing at a minimum of once per year.

d. The Adjutant General is responsible for:

- (1) Ensuring that in and out processing procedures require all incoming military sponsors to process through the Housing Division before completion of in and out processing activities.
- (2) Verifying sponsor's rank and dependents' data.

e. The Defense Military Pay Office (DMPO) is responsible for:

- (1) Ensuring that payment of Temporary Lodging Expenses (TLE) for incoming personnel is authorized only after receiving certification from the Housing Office that Army Lodging is not available.
- (2) Ensuring that assignment/termination of government quarter's documentation is processed upon receipt. The DMPO will also ensure that DD 139s resulting from damage to government quarters, etc. are processed for collection from soldier's military pay.

f. Unit Commanders are responsible for:

- (1) Ensuring that on-post family housing applicants are promptly notified when quarters are available and allowing soldiers adequate time off to sign for quarters in a timely manner.
- (2) Requiring any member of their command who has ceased to occupy government quarters to properly clear quarters immediately.

(3) Notifying the Family Housing Office when sponsor's family members no longer reside with sponsor in family housing.

(4) Ensuring compliance with installation policies regarding retention of quarters for family members whose sponsor has departed the installation.

6. General Inprocessing Procedures. All soldiers are required to process through the Family Housing Office, Bldg. No. 1383, Vine Grove Road, under the following conditions:

a. All newly assigned personnel with family members, whether accompanied or not, are required to process through the Family Housing Office, Bldg. No. 1383, Vine Grove Road, before making any arrangements, other than short-term hotel/motel arrangements, to lease or purchase off post.

b. Personnel who require temporary or permanent housing in the local communities are required to process through the Community Homefinding, Relocation and Referral Services (CHRRS) office before entering into any binding or contractual agreements. This excludes temporary hotel arrangements. The CHRRS office maintains a comprehensive listing of apartment and home rentals and sales.

7. Applying for Family Housing.

a. All incoming personnel with dependents are required to complete a housing application, regardless of their intent to occupy on-post housing. Authorized dependents are verified by AG staff of the One-Stop Processing Center.

b. Date of eligibility is date departed last duty station. Exceptions to this policy are personnel who have been ordered PCS with TDY enroute. The spouses of personnel who are in receipt of PCS with TDY enroute orders may apply for and occupy quarters before the sponsor's actual arrival. The spouse must present a copy of the sponsor's orders to properly effect application and to be assigned quarters.

c. The following individuals are authorized to reside in family quarters:

(1) Government quarters may be assigned to all eligible personnel assigned for duty within a 1-hour, rush-hour commuting distance of Fort Knox.

(2) Single, pregnant soldiers are eligible to apply for quarters; however, actual assignment will not be made until 4 months before expected delivery date and is subject to availability of quarters. If delivery does not materialize, soldier will be required to vacate quarters.

(3) Personnel of other services assigned to Fort Knox will be assigned quarters on the same basis as Army personnel, unless a Memorandum of Agreement/Understanding dictates otherwise. Personnel from other services will process through ACS Exceptional Family Member Program to validate special housing needs.

(4) Unaccompanied spouses with family members will be assigned to surplus family housing when requested in writing by the sponsor. The BAH or equivalent will be forfeited. Approval will be contingent upon favorable reference check at the losing installation, mandatory in processing with ACS Outreach Services, and mandatory certification in block 11 of ACS Outreach Unaccompanied Spouse Task List (ATZK-HRS Form 3647). The sponsors are responsible for the conduct of their family members while residing on this installation.

(a) All requests for surplus family housing will be made in writing by the sponsor and forwarded to the Family Housing Office at least 60 days before projected need. An advanced Housing application and copy of sponsor's orders must accompany the request. Service computation date will be verified.

(b) Upon receipt of the request, Housing will contact the losing installation Housing Office for references. Derogatory references will result in disapproval. Approval/disapproval will be in writing and sent to the soldier within 14 days of the date the request was received to allow the soldier sufficient time to make necessary arrangements. The soldier and/or spouse must report to the Housing Office upon arrival at the installation to begin processing. Housing will schedule an appointment for the sponsor and/or spouse with ACS Outreach Services for further in processing.

(c) ACS will ensure that the soldier and/or spouse completes information/briefings upon favorable housing approval. ACS will follow up by telephone or personal contact with the unaccompanied spouse at least one time per quarter.

8. Waiting Lists.

a. Housing waiting lists are maintained per AR 210-50 and are displayed by grade category and bedroom requirements at the front desk of the Family Housing Office and are updated daily.

b. Applicants are advised that quarters waiting times are approximate. Housing availability may change based on the number of personnel arrivals/departures and the amount of between-occupancy maintenance. Because of these conditions, the waiting times are approximate and will likely change frequently.

c. Applicants who are waiting for quarters are responsible for ensuring that the Family Housing Office is furnished a current unit and home phone number to facilitate prompt

notification. Failure to do so may delay sponsor notification of quarters availability. Soldier will be subject to removal from the waiting list if soldier's failure to provide current phone numbers results in an inability to contact the soldier. Failure to provide accurate information may result in removal from the waiting list.

d. Soldiers who will not be available when quarters are projected to be available may arrange for their spouse to sign for quarters on their behalf. The spouse is not required to obtain a power-of-attorney to sign for housing.

e. The applicant whose name appears on the top of the waiting list will be contacted telephonically when quarters become available for assignment. If direct contact with the soldier or spouse cannot be made, the soldier's chain of command will be asked to relay a message. Normally, soldiers will be allowed 1 duty day to respond. No response after 2 duty days will be cause for bypassing or removing the soldier from the waiting list. Soldiers with cogent reasons for not responding may be reinstated by request.

f. Applicants may elect to be placed on a waiting list and assigned to housing with one bedroom less than their entitlement. If assigned to housing under these voluntary circumstances, the soldier will be considered adequately housed with no future entitlement to an intrapost move unless bedroom requirements further change.

g. Individuals who attain a promotable status while on the waiting list may elect to stay on their current waiting list or apply to the list to which they will be promoted. Date of eligibility will be the date of request for change. The eligibility date will remain unchanged if the request to change list is made within 30 days of application.

9. Bedroom Eligibility.

a. Army Regulation 210-50, Housing Management, governs the procedures for determining the number of bedrooms soldiers and their families are eligible to receive. These policies are adapted for Fort Knox use.

b. Bedroom requirements for soldiers signing in to Fort Knox will be based on the ages of the children plus 2 years, subject to quarters' utilization rates. This is intended to reduce intrapost moves by anticipating children who, owing to age, will be authorized separate bedrooms within 2 years.

c. Personnel may become eligible for larger quarters due to the addition of a family member or the ages of existing children. In either case, the sponsor may make application for larger quarters upon verification of the new entitlement and may be placed on the appropriate waiting list at that time. Assignment will be made when the sponsor's name surfaces to the top of the

waiting list and is not dependent upon realization of the entitlement, e.g. birth of a child. Moves of this type will be at the expense of the individual, not the government.

10. Assignment policies.

a. Soldiers are assigned housing per the eligibility requirements of AR 210-50, chapter 3. Fort Knox procedures that clarify or amplify these policies are as follows:

(1) Incoming Officer or Warrant Officer Candidates will be assigned to quarters commensurate with their impending commissioned grade or to their current enlisted grade, depending on quarters availability. Candidates already in housing may apply for company grade housing effective the date of commission; eligibility for quarters is the date of request.

(2) Priority or hardship housing assignments are limited to incumbents of the positions listed on the current Housing Key and Essential Roster and approved medical exceptions to policy.

b. Nonactive duty US soldiers and DOD civilians residing in government quarters are subject to rental fees per AR 210-50. When furnishings are provided, user fees are assessed (approximately \$1 per day). The fee covers the cost to the government.

11. Designation of housing. Fort Knox housing areas are grouped and categorized based on the sponsor's grade, as follows:

- | | | |
|----|---------------|-------------------|
| a. | E1 – E5 | (Junior Enlisted) |
| | E6 – E9 | (Senior Enlisted) |
| | E8 – E9 | (Johnson Only) |
| | W1/O1 – W3/O3 | (Company Grade) |
| | W4/O4 | (Field Grade) |
| | W5/O5 | (Field Grade) |
| | /O6 | (Senior Officer) |

b. Four-bedroom enlisted quarters are located in various housing areas and are assigned without regard to grade. The single-family houses in the Johnson Housing Area are an exception. They are designated for E9s with a four-bedroom requirement. If there's a vacant house but no E9s on the list, the unit will be offered to the first E8 on the enlisted four-bedroom waiting list (based on soldier's eligible date). If no E8s are available, the unit will be offered to the first E7 on the enlisted four-bedroom list.

c. Four-bedroom officer housing is assigned without regard to grade except for O6 housing located in the Clarke Housing Area.

d. Only E8s and E9s will be assigned to the Johnson Housing Area. If an excess should develop with no projected accessions, then E7s (and E6[P]) may be authorized to move into this area on a case-by-case basis.

12. Intrapost moves.

a. Intrapost moves for the convenience of the soldier will, because of the costs and staffing required, be kept to a minimum. Requests for an intrapost move will be submitted in writing and evaluated as an exception to the installation housing policy. All requests are subject to available resources and quarters. The major reasons for moves are as follows:

(1) Change in bedroom requirement. Application for intra-post move can be made upon verification of the additional requirement from legal or medical authorities.

(2) Promotion. Sponsors will be considered for an intra-post move due to promotion only when the promotion qualified the soldier for a different grade category of housing. For example, from SSG to SFC or from CPT to MAJ; however, promotions within housing grade categories, i.e. from SGT to SSG or from 1LT to CPT will not be considered. Promotable soldiers will not be placed on the higher graded waiting list before the effective date of the promotion, as indicated in soldier's promotion orders. Eligibility date will be the date of the application for an intra-post move.

(3) Medical considerations. See para 13 below.

b. Generally, requests will not be honored for reasons of disputes with neighbors, noise problems, etc. Moving the family being offended does usually not solve problems of this nature; rather, these are issues that should be resolved through the Senior Occupant/Mayoral Program or routed to the Garrison Commander's office.

c. Date of eligibility for all intrapost moves is the date of application for the intrapost move. Termination of old quarters must be completed within 5 working days; failure to complete an intrapost move within this time may result in Garrison Commander involvement and/or the soldier will be charged for cleaning.

13. Medical considerations. Soldiers requiring special housing considerations owing to medical conditions of the sponsor or family member may request an exception to the installation housing policy. The medical condition must be documented by the Deputy Commander for Clinical Services, or Ireland Army Community Hospital Commander. Personnel with approved requests will be placed on the waiting list based on date of application unless the medical authorities

indicate priority assignment. If priority in housing is recommended, then the sponsor/family will generally be placed immediately below the freeze zone of the appropriate waiting list, unless circumstances warrant otherwise.

14. Retention of quarters. Retention of quarters is authorized under certain circumstances per AR 210-50.

a. Fort Knox policies require soldiers PCSing who are authorized to leave their family members in government quarters to complete the following before submitting a request to retain quarters:

(1) Designate a primary and alternate sponsor who is assigned to sponsor's unit. Designated sponsors and alternate sponsors will be of equal or higher pay grade and cannot be in receipt of PCS orders. The sponsors will be contacted when problems arise pertaining to family members and quarters and are to assist the family as necessary.

(2) Be in receipt of reassignment orders.

(3) Have a special power-of-attorney prepared for shipment of personal property and clearing from post.

(4) All of the information in paragraphs a(1) through a(3) above must be submitted with a written request through the sponsor's complete chain of command to Chief, Housing Division.

b. Sponsors on PCS orders with TDY enroute are not required to release their quarters during the period of TDY. Requests shall be routed through soldier's immediate commander to Chief, Housing Division, ATTN: ATZK-OSH.

c. Retention is subject to quarters availability. Retention of quarters may be requested when the sponsor has received PCS orders to depart this installation on or after 1 April when the PCS occurs after 1 April and sponsor has a family member graduating from high school. Normally, retention will be granted until 7 days after graduation exercises.

d. There is no entitlement to government quarters after retirement or ETS. However, requests to remain in quarters may be considered if quarters are available. Approving authority is the Garrison Commander. If approved, rental payments will be the former soldier's BAH. Payments will be paid monthly and in advance to the Family Housing Office.

e. There is no entitlement to Fort Knox housing once the installation ceases to be the sponsor's permanent duty station (unless the sponsor has departed on a mandatorily imposed,

dependent-restricted, overseas tour). Exceptions to this policy may be considered provided that doing so does not delay or deny other soldiers their rightful entitlement to quarters. Approving authority is the Chief, Housing Division.

f. Soldiers PCSing to the Sergeants Major Academy are not eligible for quarters retention unless the soldier is in possession of return orders to Fort Knox before PCSing to the Academy.

15. Nonfamily Members in Quarters. Family housing is a privilege extended to the active duty force and their family members. Family members are persons related to the sponsor (for purposes of dependent rate housing allowances per 37 US Code 401) in the capacity of spouse, unmarried child, or parent by marriage or adoption, who are dependent on the sponsor for over one half of their support. Authorization for persons other than family members to reside in family housing may be permitted under the following conditions.

a. Sponsors must submit a request for permission to allow any nonfamily member visitor to remain in their quarters for over 30 days. Such requests must be submitted through the complete chain of command to the Chief, Housing Division for approval. Caution must be exercised when submitting a request, as a visit may be considered joint occupancy for assignment to family housing and housing allowance may thus be affected. The Housing Division will coordinate all requests for nonfamily members to reside in quarters with the Law Enforcement Command/Provost Marshal (LEC/PM) before approval.

b. Approval does not imply an extension of benefits or privileges to which nonfamily members are not otherwise entitled. Additional bedroom requirements are not authorized.

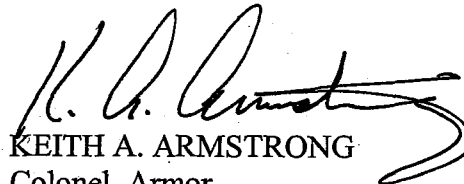
c. The request must state who the visitors are (name, SSN, and date of birth), the relationship to the sponsor, the reason for the visit, whether they are military family members of another military sponsor, and the length of the visit). If they are family members of another military sponsor, the entitlement for BAQ for that sponsor could be affected. All requests will be coordinated through the ACS Family Advocacy and ACS Exceptional Family Member Program.

d. The approval for nonfamily members to reside in housing may be revoked for reasons of misconduct, health, safety, morale or welfare on the installation. Visitors must comply with the policies established at this installation and sponsors are responsible for their conduct. Failure to comply with established policies could result in termination of quarters by the sponsor on short notice. The sponsor must sign a Verification of Understanding upon approval of request for nonfamily members to reside in quarters. This verification will be kept in the sponsor's file at the Housing Division.

16. Termination of Family Quarters. Procedures for terminating government quarters are governed by AR 210-50, paragraph 3-19.

a. Personnel planning to vacate quarters are required to attend a Quarters Pre-Termination Briefing. Soldiers should contact the Family Housing Office 30-45 days ahead of planned departure date to sign up for the briefing. The briefing covers required and helpful information the resident needs to successfully clear quarters. The termination appointment should be made at least three weeks before the desired appointment.

b. Sponsors may arrange for an agent to act on their behalf, if neither the sponsor nor the spouse can be available. The sponsor must initiate a power-of-attorney, which must include authority for the agent (another soldier) to accept responsibility on behalf of the sponsor for the condition of the quarters and the family housing furnishings.



KEITH A. ARMSTRONG
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Appendix A

Resident Responsibilities

Residing in Government Housing is a privilege, funded by US taxpayers, with responsibilities incumbent upon each resident. These responsibilities are intended to ensure that soldiers and their families are able to enjoy living in habitable, safe housing consistent with various regulatory requirements and in harmony and mutual respect of one's neighbor and environment. Residents of family housing are, at a minimum, responsible for the following:

1. Notifying the Family Housing Office when the spouse or sponsor no longer resides in government quarters, i.e., divorce, separation, etc., or when any other circumstance renders the sponsor ineligible for family housing. Notification is required to be made within 72 hours. Where required or requested, a formal determination of continued rights to occupy quarters will be made.
2. Reporting visitors, whose stay is greater than 30 days, to the installation housing office and obtaining approval for stays beyond 30 days.
3. The conduct of their family members, visitors and pets. Violations of the rules of good conduct, safety, or health will be cause for termination of quarters.
4. Adherence to noise control. At all times noise levels in and around quarters will be kept to a reasonable and acceptable minimum and will conform to existing installation noise pollution policies. Official quiet hours are from 2200 through 0600; during these hours, residents are expected to adhere especially closely to noise, which may impose upon other residents.
5. Preventing damage to quarters, grounds, or government property:
 - a. Specifically prohibited is the attachment of any item to any real property to include roof, siding, storage sheds, or otherwise modifying the building. Alterations or additions which would increase living area or which would damage or be a hazard to government property are prohibited. The Housing Division must approve all construction and additions, to include fences, storage sheds, concrete slabs, tree houses, and large doghouses before effecting the change.
 - b. Large nails and oversized fasteners may not be used to hang pictures or mirrors. Pin-type picture hooks are acceptable. Picture hangers using tape or any type of adhesive will not be used because it tends to pull paint and wallboard paper from the walls. Generally, more than five nails in a wall or more than two ceiling hooks per room is considered excessive. Residents will be charged for damage to walls caused by the inappropriate use of or improper installation of picture-hanging materials and also for an unattractive appearance caused by the same.

- c. Contact paper and wallpaper will not be placed on walls, shelves, or cabinets.
 - d. With normal resident care, plaster or sheetrock can be easily maintained in a presentable condition. Use of wire brushes, harsh abrasives, or strong detergents will be avoided. Caution should be taken against excessively dampening plaster walls.
 - e. AR 210-50 allows for interior painting of walls and ceilings in quarters every 3 years and for floor sanding/refinishing every 10 years. When painting or floor work is required at intervals less than those specified by AR 210-50, through damage or neglect of the resident, the resident will be subject to prorated assessment for the cost of subject work.
 - f. If the resident destroys, defaces, damages, impairs, or removes any part of the premises (including fixtures and appliances) or permits any person to do so, replacement or repair will be at the resident's expense. Residents are responsible for reporting needed quarters repairs promptly to the Directorate of Base Operations Support (DBOS) Work Reception Desk, 624-4246. If a resident's failure to promptly report a needed repair results in additional expense to the government, the resident may be found to be pecuniary liable based on the particular facts.
 - g. When housing units are unattended (i.e. due to leave, TDY, etc.) during the winter season, residents are responsible for maintaining minimum heat in the building to prevent freezing. The thermostat should be set to 60 degrees Fahrenheit; do not turn the thermostat off.
 - h. Residents are required to permit the unhampered and timely performance of major repairs, maintenance, and renovation projects by DBOS, contractor personnel or designated representatives of the US Government. All attempts will be made to provide advance notice, where feasible. Resident-caused delays to contractors may subject the resident to payment of fines or other monetary penalties. Residents who fail to meet scheduled appointments may be billed for the cost incurred by the government or contractor.
6. Exercising strict economy in the use of government-furnished gas, electricity, and water.
7. POV (Automobile/Residential Truck/Motorcycle) Parking Policies.
- a. There is at least one designated parking space for each set of family quarters. The space is numbered to correspond with each quarters' address, and residents must avoid using someone else's designated parking space without their expressed permission.
 - b. The number of licensed vehicles authorized in housing is one per licensed driver, not to exceed three. Exceptions may be requested through the resident's chain of command to the Garrison Commander.

c. POV parking is prohibited in the following areas:

- (1) Upon lawns or in grassed areas,
- (2) Within 20 feet of refuse or loading areas,
- (3) On sidewalks or porches,
- (4) In front of public driveways,
- (5) Within 15 feet of a fire hydrant,
- (6) Along curbside painted yellow.

d. Washing/waxing of POVs is permissible as long as no parking guidelines are violated. No washing/waxing is authorized on any grass or seeded areas anywhere on the installation.

e. Residents are not permitted to perform major repairs or maintenance on motor vehicles (to include oil changes) within the family housing area, to leave vehicles on jack-stands, or to leave component parts stored in outside areas. Vehicles found dismantled/abandoned will be reported to the Military Police for disposition.

8. Privately-owned Appliances.

a. Privately-owned electrical appliances, tools, and machines with a capacity in excess of 15 amperes or one-half horsepower require DBOS approval before use or installation. Exceptions are resident-owned clothes washers, dryers, and refrigerators. Privately owned ranges, Jacuzzi, hot tubs, and tanning beds are specifically prohibited for use in family quarters. The use of portable or kerosene/gasoline-type heaters is also prohibited unless authorized in writing by the Housing Division.

b. Soldiers desiring to use their own refrigerators and have the government-furnished refrigerator removed from the quarters will be assessed the cost to pick-up and redeliver the government-owned refrigerator. Soldiers will be allowed to transport appliance in order to avoid the delivery costs. Damage done to the appliance will be charged to the resident. Soldiers are further responsible for ensuring that government resources are not expended in the repair or maintenance of the privately-owned refrigerator.

9. Watercraft and Recreational Vehicles/Equipment Policies.

a. Definitions.

(1) Recreational vehicles include any type of watercraft, wheeled motorized vehicles, pull-behind trailers, and utility trailers.

(2) Large Vehicles. Any vehicle with a 2-ton rating or more, including trucks, tractors, and tractor trailer rigs.

(3) Campers, Pop-up style. A small recreational vehicle that must be opened (expanded) to use for camping.

b. None of the vehicles or items listed in 9a may be parked or stored in the general area of family quarters or on general thoroughfares or streets or in designated parking areas designed for POV use, except for immediate loading and unloading purposes. However, temporary overnight parking is permitted to facilitate loading and unloading of recreational vehicles, as long as it does not obstruct traffic or other residents' parking space. Visitors of housing residents may temporarily park recreational vehicles in the housing area not to exceed 2 weeks in duration. Longer stays require Garrison Commander approval.

c. Washing/waxing of recreational vehicles is permissible on paved surfaces only. No washing/waxing is authorized on any grass or seeded areas anywhere on the installation.

d. Residents may store recreational vehicles at the Law Enforcement Command (LEC) storage lot located at Eleventh Avenue and Wilson Road free of charge by calling the LEC lot custodian at 624-4939.

e. No motorized vehicles larger than 2-ton will be parked in any housing area or housing parking space. They will be parked in the parking lot across from the TMP motor pool and the Regional Confinement Facility at Gold Vault and Estrada at the far east side.

10. Maintenance of grounds, sidewalks, and outside areas.

a. General. All residents will maintain areas for trash containers. The resident who is terminating quarters will ensure that the area is neat on the date of termination. Residents will share maintenance of all common areas, such as clotheslines, garages, service roads, sidewalks, play areas, and utility easements that are within yard limits.

b. Each resident's responsibility for maintenance is at least 100 feet to the side or rear of the quarters (for end units) or one-half the distance to the adjacent quarters, or to a logical natural boundary, whichever is closer. If a street is located in front of quarters, maintenance area extends from the front of the quarters to the middle of the street. If a street is not located directly in front of the quarters, maintenance area extends at least 100 feet from the quarters or to a logical natural boundary, whichever is closer.

c. Resident maintenance includes lawn care, snow and ice removal from sidewalks and driveways, and removal of trash and debris. Residents are expected to maintain their assigned areas in a manner that presents a safe and attractive living area. Residents whose areas are unsightly, unkempt, cluttered, or in any way detract from the safety or overall appearance of the neighborhood will be required to bring areas up to acceptable and reasonable standards; failure to do so may result in resident's eviction from quarters.

d. Maintenance of lawns and shrubbery. This includes cutting and watering grass; edging along curbs, sidewalks, and driveways adjacent to quarters; trimming shrubbery; keeping shrubbery pruned away from the sides and eaves of the house; removing trash from the lawn area; removing debris from road, curbing, and gutters; refraining from unsightly storage of household goods, to include barbecue grills, bicycles, and toys; and maintaining existing approved fencing by cleaning, painting, and repairing or replacing broken or missing items. Grass height should not exceed 4 inches. Dead grass must be reseeded. Information regarding seeding, fertilizing, mulching, and/or erosion control may be obtained from the installation Self-Help Store, Bldg. No. 72, phone 624-8443.

e. Construction of fences requires prior approval. Those requesting permission to construct a fence or maintain a fence already existing at quarters should report to Work Order Section, DBOS, Bldg. No. 1110B. Residents shall comply with the provisions of Fort Knox Reg 420-6, Construction and Maintenance of Miscellaneous Structures. Electric fences are strictly prohibited.

f. Occasionally, the government may require emergency or maintenance access to protect or maintain government interests within the confines of the resident's fence. When this occurs, any additional cost to the government to access the area within the fence or to remove the fence may be billed to the resident. Responsibility and cost to restore or reinstall the fence rests with the resident.

g. Snow and ice will be removed from sidewalks and driveways within a reasonable time so as to provide safe walkways for others.

h. Residents are responsible for making arrangements to effect police and grounds maintenance during temporary absences such as leave or TDY.

i. Residents are responsible for cooperating with all other residents in maintaining common use areas and grounds in the vicinity of the quarters, if assigned to a multiple dwelling. This includes assigned parking space.

11. Refuse collection. Refuse, trash, and recyclable items should be neatly placed at the building/quarters' collection point on collection day and protected to prevent littering. All refuse

must be boxed, bundled, or placed in plastic bags or garbage containers/appropriate recycle containers before it will be collected. Spilled or scattered refuse in the vicinity of the collection point is a resident responsibility.

12. Gasoline. Gasoline and other flammables will not be stored inside family quarters or in a garage or storage shed that contains an open flame. They will not be used as cleaning agents or solvents. However, in a garage or storage shed that does not contain an open flame, a small amount of gasoline for a lawn mower may be stored. The storage container must be an approved Underwriters Laboratory (UL) container strictly for the storage of gasoline.

13. Waterbeds in family housing. Residents of family quarters must obtain written approval of the Chief, Housing Division, DCFA, before placing waterbeds into government quarters. Waterbeds are prohibited on all other than concrete slab floors.

14. Garden plots and flower gardens.

a. Housing residents may grow vegetables to the rear or side of their quarters within 4 feet of the foundation. In those quarters where the back of the house is abutted by a patio, the 4-foot area will be measured from the edge of the patio. Plot size will be limited to an area equal to 4 feet by 4 feet, unless lot size or proximity to neighbors dictates a lesser amount.

b. Requests for larger lots will be considered on a case-by-case basis. These lots generally must be outside the normal yard area and must not impact on neighbors or interfere with emergency, utility, or maintenance access crews or equipment. Residents shall submit their request to the DBOS work order desk, and include a sketch of the desired location and any intended fences. Requests must be initialed by the resident's Area Mayor, indicating that they agree both with having the plot and its location.

c. Garden plots must be restored by the resident before departure, i.e., the area will be leveled and grass growing. If area is not restored or if resident departs during nongrowing season, resident will be billed for the cost to restore the plot.

d. Fences enclosing garden plots must be safe and neat in appearance.

e. Housing residents are encouraged to plant flowers within their area of responsibility. Shrubs/trees may be planted upon approval of the Housing Division. Residents must submit their requests to the DBOS work order desk and include a description of shrub/tree to be planted and the proposed location.

f. Flower beds that are within 4 feet of the quarters' foundation may remain in place when quarters are cleared, under the following conditions:

(1) Flower beds are thoroughly weeded and annual plants removed. Healthy perennial flowers may remain in place.

(2) Lawn timbers, rocks, or similar edging material must be removed.

g. Flowers planted outside of the 4-foot line must be removed and the ground restored prior to clearing. If area is not restored or if resident departs during nongrowing season, resident will be billed for the cost to restore the area.

h. Resident-planted trees and shrubs may remain in place if healthy. Unhealthy or dead plants will be removed before clearing quarters.

15. CB, HAM radios, and Antennas, and Satellite Dishes.

a. CB and HAM radios will be operated per applicable FCC Regulations and guidelines established by the Directorate of Information Management and DBOS. Radios may be operated provided their operation does not disturb others or infringe on the rights or privacy of others.

b. Exterior television antennas are generally prohibited. Television satellite systems are also prohibited except for digital satellite systems (restricted to 18" dish systems). Installation and use of digital satellite systems is subject to applicable USAARMC policy memos and must be approved, in writing, by the DBOS Housing Division before installation.

16. Firewood. Residents who obtain firewood for use in their fireplaces, must not store the wood against a structure, on the porch, or in a garage or basement. Since wood is subject to disease, infestation of rodents and insects, firewood will be stacked at the rear of quarters a minimum of 2 feet from any structural surface.

17. Swimming pools, basketball goals and trampolines.

a. Swimming pools are prohibited in the family housing areas. Wading pools in housing areas will be portable and will not be more than 24 inches in height. All pools, except those in fenced areas, will be under constant surveillance of an adult member of the owner's family when filled. Pools must be emptied following use or when not supervised by an adult. Wading pools should be emptied and moved frequently to prevent lawn damage.

b. Portable basketball goals are authorized within the resident's area of responsibility, to include service drives and private driveways. Goals will not be placed in such a way to impede traffic on roads, parking lots, sidewalks, and access ways. Goals will not be placed within 10 feet of a curb.

c. Trampolines are authorized within the resident's area of responsibility. All trampolines will be in a fenced-in area and under constant surveillance of an adult member of the owner's family.

18. Telephone wiring and cable.

a. The US Government will maintain and repair telephone wiring from the junction box on exterior of the quarters to the telephone jack in the kitchen and master bedroom. Damage other than fair wear and tear is not included.

b. If repair or maintenance on the government provided equipment is necessary, you should contact the local telephone repair service. The repairs will be billed to you. Once work has been completed, bring a copy of the invoice and paid receipt to Family Housing, Bldg. No. 1383, for processing through local finance for your reimbursement.

c. Connection and reconnection charges of television and cable systems. Incident to government directed moves, i.e., renovation projects, will be reimbursed to the resident. The resident pays the vendor the reconnection charges up front and may then bring a copy of the repair invoice and paid receipt to Family Housing, Bldg. No. 1383, for processing through local finance for reimbursement.

19. Heating and air conditioning.

a. A common sense approach will be used in family quarters when heating and air conditioning is to be used. Each family member will be responsible for conserving heat or air conditioning while these systems are in operation.

b. Heating and air conditioning systems may be turned on at the discretion of the resident when weather conditions warrant.

c. Care should be taken that heat and air conditioning are not used unnecessarily. The resident can still implement conservation measures while maintaining a comfortable living environment.

d. A more rigorous air conditioning start-up policy may be implemented when considered advisable by the Installation Commander.

e. Air conditioning season usually begins in June and ends in September; heating season begins in October and ends in March or April. These months may change depending on the weather.

f. Doors and windows must remain closed when heating and air conditioning is in operation.

g. Residents may be held responsible for paying for the cost of "frivolous" maintenance or service calls. For example, a service call for inadequate air-conditioning when, upon arrival, the government representative finds open windows. Another example: a service call for a Priority I or II work request that turns out to be a lower priority work classification - a deliberate attempt to get maintenance crews to quarters under false pretenses.

20. Pets. a. Domestic and tractable dogs, cats, and small caged pets are permitted in housing. Ferrets, skunks, raccoons, opossums, squirrels, and other wild or traditionally non-domestic animals are not acceptable as pets and will not be permitted in housing.

b. Generally, the maximum number of pets per quarters is three. However, a common sense approach to this limit must be taken. For example, this number would not normally apply to small fish or other very small indoor pets. Conversely, more than two mid to large size dogs per quarters is generally not acceptable given the density of most quarters areas.

c. Pet owners are responsible for controlling their pets. Pets normally leashed will be leashed when outside unless in a secure, fenced area. Pets will not be tied to trees, shrubs, or where they interfere with pedestrian traffic, clotheslines, or mail delivery. Pets are not permitted in common use areas such as playgrounds, baseball and softball fields and parade fields. The pet owner will remove pet waste promptly. Electric dog fences are specifically prohibited.

d. The privilege of keeping a pet is dependent upon its continued ability to live harmoniously within the military community. The right of family housing residents to be free from nuisance, trespass, and menace of animal pets is paramount to the privilege of keeping a pet. If the pet presents a nuisance - excessive barking, property damage - pet privileges may be revoked. Issues or complaints involving pets should be first addressed to your senior resident. Issues that cannot be resolved at this level will be handled by the Garrison Commander's office.

e. Pet owners are held personally and pecuniary liable for damage caused to persons or property by their pet(s).

f. Fort Knox Regulation 40-12, Control of Animals - Pets, contains the installation policy for pets and other animals. Residents are urged to obtain a copy to familiarize themselves with installation pet policies and requirements.

21. Yard Sales. Individual yard sales are allowed between 1 April and 31 October as often as desired. However, the following rules must be followed:

- a. Yard sales will be conducted only on Saturdays, from 0800-1500.
- b. Resident(s) conducting a yard sale must sign in at the Self-Help Store with his or her name, quarters address, and telephone number by the last working day before conduct of each yard sale. At this time, the resident will be furnished a copy of the yard sale policy. This is a requirement even if the resident conducts multiple yard sales throughout the season. Residents must have in their possession a copy of this policy.
- c. Residents may emplace signs within the boundaries of their yard the day before the sale. Signs may be handmade and will not exceed 24 inches by 36 inches. Signs will not be posted on utility poles, traffic directional signs; at or around post locator signs, intersections or any other unauthorized area on the installation. All signs and sale items must be removed by 1800 the day of the sale.
- d. Two post-wide yard sales will be conducted each year (Spring and Fall). These yard sales are exempt from paragraph b above.
- e. Military Police, Garrison or Housing Division staff, and Community Mayors will confiscate unauthorized signs placed around the installation. A warning letter (the first step toward an eviction) will be sent through the sponsor's chain of command to the resident. Additionally, those in noncompliance will lose their privilege of conducting a yard sale for the remainder of the season.

22. Care and control of children.

- a. Parents are responsible for the conduct, as well as the safety of their children. Children should be controlled to the extent that they are not allowed to damage or destroy personal or government property, garden plots, yards, or buildings. Invasions of privacy and acts of vandalism will not be condoned in quarters.
- b. Complaints about children playing in neighbor's yard, in the street, around cars, etc., should be directed to the Area Mayor. If not resolved at this level, the matter should be directed to the Garrison Commander's Office.
- c. Except as otherwise defined by applicable law, a finding of neglect is usually appropriate in any situation where a child, 8 and under, is left unattended (or left attended by a child, age 11 and under) for an inappropriate period. Neglect also occurs when a child, regardless of age, is left unattended under circumstances involving potential or actual risk to the child's health or safety.

d. Children, 8 and under, must be supervised by their parents at all times or be left in the care of the Fort Knox Child Development Center, a certified Family Child Care Provider, or another responsible individual who is at least 12 years old. Children, newborn through age 11, are presumed to be too immature to properly supervise children, 8 and under. No child, 8 and under, should be left unsupervised in quarters at any time. Parents are strongly encouraged to ensure that the person providing care in their own home has been trained in infant/child CPR, Basic First Aid, and proper care giving techniques. The American Red Cross (624-2163) provides training for baby-sitters providing care in the child's home.

e. Children 9 and Older: Supervision of children 9 and older will be based on their age and maturity. Children 15 years and under will not be alone without adult supervision overnight in quarters.

f. At all times, but especially during the summer months, parents will ensure the health and safety of their children by providing appropriate supervision in playground areas and while children play outside. Playing in the streets is prohibited.

23. Home enterprises. Personnel residing in government quarters may be authorized to conduct certain type home enterprises or business. Approval must be obtained through the Directorate of Community and Family Activities, Family Support Branch and is contingent upon the conduct of such activities not infringing on the normal residential environment of the quarters area.

24. Carbon monoxide. A very serious concern is the potential for carbon monoxide poisoning during cold weather. Carbon monoxide is a gas which can act quickly to use pain or death. Residents can do a lot to prevent carbon monoxide problems in quarters. Please give careful attention to the following prevention suggestions so that you may avoid serious injury:

a. Be familiar with the following symptoms: tightness across the forehead, throbbing in the temples, headaches, weariness, dizziness, loss of muscular control, pain, nausea, and increased pulse and respiration. Actions needed: fresh air and medical assistance.

b. Preventive measures: change furnace filters monthly; periodically check under floor duct work for water, especially after rainy periods or after problems with damaged plumbing; report problems with your furnace to the DBOS Emergency Work Order Section; and never cover heating vents or cold air returns with carpets or furniture.

25. Storage in/adjacent to furnaces and water heaters. Very serious injuries and significant damage to quarters have resulted in careless storage of household items in and around furnace units, hot water heaters, and mechanical rooms. It is expressly prohibited to store any items, particularly combustibles, in furnace and utility rooms or adjacent to a water heater.

Appendix B

Self-Help Interior and Exterior Improvements

1. The Family Housing Self-Help Program allows and requires the resident to assist in maintaining the condition and appearance of the dwelling unit. Self-Help tasking includes minor and simple repairs, routine care and maintenance and certain improvements that residents can obtain Housing Division, DBOS approval to accomplish.

a. Residents are encouraged to use tools, equipment, and materials that are available from the Self-Help Store to accomplish minor repairs and maintenance in and around the grounds of their quarters. Self-Help Store personnel are available to answer questions and provide guidance, phone 624-8443.

b. Upon assignment inspection, the inspector will brief the resident on maintenance responsibilities, to include appliances, utility systems, and grounds that belong to the assigned quarters. A walk-thru of the quarters and grounds will be accomplished in order to familiarize the resident with the quarters, i.e, location of furnace filter, water shut-off valves, etc. The inspector will provide the resident with a copy of the Family Housing How-To-Manual, outlining specific information pertaining to their quarters, specific tasks which are the responsibility of the resident, information pertaining to the Directorate of Base Operations Support, work order and service order specifics and instructions for accomplishing resident-required, self-help maintenance. Upon assignment of the quarters, the housing inspector will provide the occupant and any other authorized family members a permanent self-help card to enable them to begin shopping at the Self-Help Store as soon as needed.

2. Family housing residents are expected to perform certain repairs and maintenance to their assigned dwelling and grounds. The resident will perform the following mandatory tasks:

a. General housekeeping.

(1) Day-to-day housekeeping that will ensure an adequately maintained house and will present a neat and orderly appearance.

(2) Maintain interior and exterior standards that are sanitary so that DBOS employees and contract personnel are able to work in a safe and sanitary environment.

(3) Maintain cleanliness to deter insect breeding and perform minor phases of insect and rodent control.

(4) Maintain and police grounds as required, to include removal of animal droppings.

- (5) Keep diapers and animal urine off floors to prevent permanent damage.
- (6) Clean appliances and kitchen equipment.
- (7) Clean and replace when necessary, exhaust fan filters and clean exhaust fans.
- (8) Clean heating vents, airflow diffuses, and registers.
- (9) Maintain and clean windows and window coverings.

(10) Place garbage and rubbish at pick-up point and return the empty container to the designated place by designated time frame.

b. Carpentry and hardware.

(1) On interior, replace doorknobs to bedrooms, bathrooms, and closet doors, resecure door hinges, and ensure that doorstops are always in place.

(2) On exterior, replace storm door hardware to include door closers, chains, knobs or handles, storm door glass and screen inserts, and bottom kick panels.

(3) On windows, repair/replace all lifts, cranks, pulls, locking devices to include hardware for mini-blind repair available through the self-help store.

(4) Ensure all curtain rods and shades are properly mounted as prescribed in How-To-Manuals and that replacement is accomplished when necessary.

(5) Repair/replace shelving hardware in cabinets and storage areas, interior of quarters.

(6) Repair/replace all cabinet hardware to include hinges, knobs, pulls, and drawer rollers.

(7) Install and replace stair-tread strips (available at Self-Help Store) on interior steps and tighten handrail hardware.

(8) Repair/replace mailboxes and tighten and maintain nameplates on exterior of quarters.

c. Electrical.

(1) Replace defective or missing incandescent light bulbs (at resident's expense), fluorescent tubes, fluorescent light starters, all light globes, wall switch plates and receptacle plates.

(2) Reset circuit breakers, and all other reset buttons on electrical system or installed equipment, before calling in service order.

(3) Replace broken pull strings (not chains) on light sockets.

d. Plumbing and related items.

(1) Shut off all water disconnect valves accessible to resident when damage to quarters, government-owned and/or personal-owned property can occur.

(2) Using a plumber's helper (plunger) to unstop or clean commodes and drains.

(3) Repair or replace broken or missing toilet paper holders, mirror brackets, soap dishes, shower curtain rods, towel bars, and other related items. Excluded from these requirements are ceramic holders or brackets.

(4) Repair or replace commode parts to include commode seats, flapper valves, water tank floats, handle, etc.

(5) Relight pilot light on water heaters.

e. Heating and air conditioning systems.

(1) Replace unit filter(s) monthly.

(2) Keep ventilation louvers clean and unobstructed.

(3) Ensure registers and cold air returns are not obstructed by furniture, rugs, etc.

(4) Ensure furnace and utility rooms are kept clean and not used as storage areas.

(5) Ensure air conditioning condenser units and parts are free of debris, not used for shelving and protected from damage by pets and children.

f. Government-owned appliances.

(1) Replace (by direct exchange) when defective, stove burners, pans, knobs, bulbs. Ensure all grease and food drippings are cleaned frequently to prevent damage and staining.

(2) Replace (by direct exchange) defective refrigerator shelving, ice trays, doorknobs, butter dishes, bulbs, retainer bars and kick plates. Ensure when defrosting, no damage is done to freezer unit by using pointed objects; ensure all back coils and under refrigerator is kept clean.

(3) Attempt to dislodge blockages in garbage disposal and use reset button before calling in DBOS service order; when necessary replace stoppers and disposal flange.

(4) Maintain dishwashers by loading dishes properly and using proper detergents.

g. Grounds maintenance.

(1) Maintain grounds to include lawn mowing, trimming, minor pruning, edging, raking, fertilizing, seeding, weeding, watering of newly planted seed, trees and shrubs and the removal of trash, leaves and debris.

(2) Maintain splash blocks in proper position under down spouts to deflect water away from buildings.

(3) Ensure vehicles are never driven on dirt or grassy surfaces.

(4) Remove snow and ice from steps, sidewalks and driveways.

(5) Maintain and repair personally installed fences, or remove them from the premises.

h. Energy conservation.

(1) Ensure that light bulbs are proper wattage (60W).

(2) Conserve energy by turning off unnecessary inside lights and turning off exterior lights during daylight hours and when not needed.

(3) Maintain prescribed thermostat settings; 68 degrees year-round.

(4) Close all doors and windows when air conditioning and heating units are in use.

(5) Replace and install weather-stripping to doors and windows when needed.

(6) Practice restraint when washing POVS, watering plants, grass.

i. Miscellaneous.

- (1) Repair all damage, both indoors and outdoors, caused by pets.
- (2) Repair and replace clothesline on both umbrella type clothesline and T-Bar clothes poles.
- (3) Take necessary action to prevent and report ALL fires.
- (4) Secure all government-owned tools and equipment at all times.

3. If the residents are capable, they may do certain repairs and maintenance normally accomplished by DBOS personnel. To obtain approval, submit the requested repair or maintenance on DA Form 4283 (Facilities Engineering Work Request). Materials and tools are available through DBOS for some tasks. Expenses for materials, labor, etc. for those tasks not provided by DBOS will be borne by the resident. Upon completion, the work is subject to inspection for compliance with engineering standards. The following optional tasks are not necessarily all inclusive:

- a. Replace broken glass and glazing.
- b. Replace broken floor tile, ceramic wall tile.
- c. Replace defective faucets, interior and exterior.

4. Family housing residents will not attempt certain repairs and improvements. The following prohibited tasks will not be done by residents: however, all are not inclusive, and tasks other than those listed will be considered on a case-by-case basis by DBOS Housing personnel.

a. Repairs normally accomplished by craft or contractor personnel:

- (1) Paint removal from total walls, ceilings, and doors.
- (2) Replacement or repair of damaged walls or ceilings.
- (3) Floor sanding.
- (4) Total ceramic, acrylic, or parquet tile replacement on floor and wainscot.
- (5) Major electrical, mechanical, and plumbing repairs, for example:
 - (a) Adjustment of gas burners or any part of the heating/air conditioning system.

- (b) Repair of leaky pipes.
- (c) Repair or replacement of faulty electrical wiring.
- (d) Installation of additional wall outlets/switches.
- (6) Plumbing fixture replacement.
- (7) Adjusting thermostats (other than setting by external means).
- (8) Major repair of government appliances, equipment, and furniture.
- (9) Roof, guttering, downspout repair, and replacements.
- (10) Building modifications.
- (11) Major pruning of trees.
- (12) Spraying with residual (persistent) agents for insect control.

b. Unauthorized tasks.

- (1) Altering locking devices on exterior doors.
- (2) Pouring of any concrete, asphalt, or installation of gravel for drives, patios, etc.

5. With proper approval and within prescribed limitations, family-housing residents may do, or have done at their own expense, certain improvements to their dwelling. To obtain approval, submit the requested improvement on DA Form 4283 (Facilities Engineering Work Request). Upon completion, improvements will be inspected to ensure compliance with guidelines and criteria. The following is a list of possible improvements; this list is not necessarily all-inclusive. The departing resident must remove all improvements unless accepted by the Chief of the Housing Division.

a. Installation of resident-owned appliances and equipment.

- (1) Ceiling fans and chandeliers.
- (2) Ice-maker water line for resident-owned refrigerator.
- (3) Installed water softener.

- b. Installation of a dimmer switch.
- c. Installation of additional smoke detectors (battery operated only).
- d. Installation of additional or supplemental door or window locking devices.
- e. Installation of additional shelving, interior or exterior.
- f. Installation of back or side yard fencing.
- g. Installation of picket type porch enclosure.
- h. Installation of patio cover or sight barrier.
- i. Installation of prefab/authorized type storage buildings and wooden storage shed kits.
- j. Removal or replacement of shrubs.